

 Great North Business Incubator

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**Course Title : Aviation on the Ground: Safety Culture in a Ground Handling Company**

**OVERVIEW**

Ground handling work performance is an important part of the civil aviation

flight cycle. Safe and efficient performance in handling aircraft when refueling,

loading and unloading, towing, and so forth has to be attained. Safety concerns

both aircraft and front-line personnel. Aircraft on the ramp can be unintentionally damaged due to improper management of heavy vehicles in their direct vicinity.

The ramp is also a dangerous and risky working environment for

front-line personnel. Safety and economy are strongly coupled in this type of operation. Aircraft are extremely expensive to repair, and delays or canceled

flights due to aircraft damage result in indirect costs that can be substantial.

Well-functioning safety management work plays a decisive role in minimizing

the risk for both small-scale accidents (e.g., work injuries; minor damage to air

craft, equipment, and luggage) and large-scale aircraft accidents. It is believed

that successful safety management in an organization depends largely on the existing safety culture (Bailey, 1997; Kirwan, 1998; O’Toole, 2002). Basic value norms, and attitudes concerning safety, as well as the existence of a learning culture with continuous improvements, can be crucial.